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ABSTRACT

The issue of age-segregated services has always been an important aspect of the problem of human services delivery. Those interested in the special needs of children and youth have attempted to address the problem. The response, to offer more comprehensive services to their clients, has had two major facets. On the one hand, many have sought to effect reform through attempts at intra-service cooperation and coordination--a type of vertical integration. This approach seeks to strengthen the ties that link all services aimed at children and youth. On the other hand, some have tried inter-service or horizontal integration. This method seeks to weave children and youth services into the overall fabric of human services. This bibliography contains citations focusing on each of these approaches. The purpose is to provide an overview of the general movement toward innovation and reform in services to children and youth. Each entry is extensively annotated. (Author)

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HUMAN SERVICES FOR CHILDREN AND YOUTH

For the past 15 years massive Federal funding has been channeled through categorical programs, aimed at specific subsets of the population. Such programs affect all governmental levels, Federal, State, and local. Indeed, in many cases their existance is mandated in the legislation and called for through Federal regulation.

With the advent of recent efforts at human services reform, questions have been raised concerning the effectiveness and efficiency of categorical service delivery. Among those questions, the issue of age-segregated services has always been one of the most important. Those interested in the special needs of children and youth have attempted to address the problem. The response, to offer more comprehensive services to their clients, has had two major facets.

On the one hand, many have sought to effect reform through attempts at intra-service cooperation and coordination -- a type of vertical integration. This approach seeks to strengthen the ties that link all services aimed at children and youth. On the other hand, some have tried inter-service or horizontal integration. This method seeks to weave children and youth services into the overall fabric of human services.

This bibliography contains citations focusing on each of these approaches. The purpose is to provide an overview of the general movement toward innovation and reform in services to children and youth.

Analysis of Pennsylvania's Program for the Mentally Retarded.

Bolton (Arthur) Associates, Harrisburg, Pa.
1 Apr 73, 310p
Executive Summary available from PROJECT SHARE.
SHR-0000199 Available from PROJECT SHARE, PC$ 9.75.

The results of a study of the mental retardation delivery system developed under contract with the Pennsylvania Department of Public Welfare are reported. The report consists primarily of a series of recommendations for change in key areas, particularly focusing on needed changes to the Pennsylvania Mental Health / Mental Retardation Act of 1966. The report is one portion of an 18 - month project which includes an analysis of programs for the mentally ill, an examination of involuntary commitment and other legal provisions of State law affecting the mentally ill and retarded, and development of cost - effectiveness reporting systems to guide program and budget decisions. Findings and recommendations are based on the following data collection activities: individual interviews with public and private providers of services, public officials, and other interested individuals; site visits to programs of special interest; attendance at meetings held throughout the Commonwealth from July 1972 through February 1973; review of documentary and statistical sources to obtain caseload, utilization, cost, and demographic data; administration of two questionnaires, one to members of the Pennsylvania Association for Retarded Children and the other to members of United Cerebral Palsy; and circulation of a 'second draft proposal' to 500 persons connected with mental retardation programs to test feasibility of a variety of proposals for system change. Following a summary of findings and recommendations, description of study methodology, and background material, individual recommendations are presented relative to the following areas: case management (theory, funding, and administration) integration of the mentally retarded; citizen participation; regional and central offices of the Department of Public Welfare; benefit / cost reporting system; and transitional facilities at State schools and hospitals. Final sections discuss the legal status of mentally retarded people in Pennsylvania, and family liability. Survey instruments, a bibliography, and supporting tabular data and documentation are included in the appendices. Note: This document does not represent current policy of the Department of Public Welfare, but may be of value for the statistical data contained therein.

Analyzing Costs in a Residential Group Care Facility for Children. A Step-by-Step Manual.

Robert Elkin, and Delroy L. Cornick.
Peat, Marwick, Mitchell and Co., Washington, D.C.
1969, 116p
SHR-0001195 Available from Child Welfare League of America, Inc., 67 Irving Place, New York, NY 10003.

A field-tested method for analyzing costs in a children's residential group care facility is presented. The system is designed for self-administration by the clerical and bookkeeping personnel of an agency or by an accountant or research organization providing local consultation. The manual presents step-by-step instructions for breaking down the costs of operating an institution under voluntary or government auspices, as a single agency or as one service provided by a voluntary multiservice agency. The system is feasible for any residential group care service in which the 24-hour facilities are owned or rented by the agency, the child-care staff is employed by the agency, and supervision and professional services are supplied by the agency. The method is applicable for institutions for dependent and neglected children, childcare institutions, residential treatment centers, group homes, group foster homes, maternity homes, and emergency shelters. The manual describes five major types of activities: (1) making staff assignments and reaching decisions on handling problems; (2) analyzing and allocating expenses in the agency's books; (3) applying expenses of the parent organization to the institution service; (4) identifying imputed costs, i.e., the difference between the commercial value of donations and the actual expense to the agency; and (5) preparing a cost analysis report consisting of four or five exhibits supported by a written year-end interpretation. The work is organized basically around five worksheets on which the analysis of accounting records and statistical information is made. No special forms are required. The manual uses accounting methods compatible with the Standards of Accounting and Financial Reporting for Voluntary Health and Welfare Organizations published in 1964 by the National Assembly for Social Policy and Development. Samples forms and calculations and a glossary are included.

CSP (Comprehensive Services Planning) Program Measurements: Division of Youth Services.

Florida State Bureau of Research and Evaluation, Tallahassee.
14 Dec 73, 38p
SHR-0000640 Available from NTIS, PC$ 4.00/MF$ 3.00.

Six categories of performance measure are developed within the Florida Comprehensive Services Planning (CSP) Goal Structure, which establishes a framework for planning, programming, evaluation, and budgetary justification within the Department of Health and Rehabilitative Services. These measures provide a means to portray the activities of the Department and their effects upon its clients. The measures of performance are: need, caseload, cost, efficiency, effectiveness, impact, and benefit. A statement of measurable objective determines the appropriate performance measure to be applied. A goal for the number of clients to be rehabilitated during one year is specified as an illustration, and performance measures are developed for the twelve service components and four management levels of the Division of Youth Services (DYS). This exercise indicates that many of the activities of DYS and their effects upon clients can be depicted in the CSP structure through construction and calculation of performance measures. Appendices depict client movement, data requirements, and performance measurement calculations at the Division and at the Department level.

Child Abuse: State Legislation and Programs in the Southeast.

Clara L. Johnson.
Georgia Univ., Athens. Regional Inst. of Social Welfare Research.
Aug 73, 108p
Executive Summary available from PROJECT SHARE.
SHR-0001167 Available from Regional Institute of Social Welfare Research, P.O. Box 152, Heritage Bldg., 468 N. Milledge Ave., Athens, Ga. 30601.

A regional study was conducted to determine and evaluate child abuse legislation in the eight States of DHEW Region IV, to identify and describe child protective programs and services, and to determine and describe the extent and quality of special demonstration programs in the child abuse field. The eight southeastern States in Region IV (Georgia, Alabama, Florida, North Carolina, South Carolina, Tennessee, Kentucky, and Mississippi) are compared to each other, and a model of child abuse reporting laws is constructed. Data are based on mailed surveys of State agencies and personal interviews with child protective services personnel. Existing legislation in Region IV is reviewed in terms of: a purpose clause, reportable age, nature and cause of abuse, provision and conditions of immunity, abrogation of evidentiary privileges, and penalty for abusing. The following aspects of legislative directions for achieving the desired goals of child abuse statutes are examined: mandated reporters and conditions initiating reports, recipients of child abuse reports, type of report, how reports are made, penalty for failure to report, and religious provisions in the reporting laws. Protective services in the region, including programs and staff services, are described, and special demonstration programs in protective services are listed. An overview of child abuse central registries in the region discusses legislative base, reporting procedures, information recorded, and filing and recording systems. It is concluded that none of the States in Region IV has what can be considered a model law.

Child Care and Placement Information System.

Mott-McDonald Associates, Inc., Blue Bell, Pa.
1974, 66p
SHR-0001179 Available from NTIS, PC$ 4.50/MF$ 3.00.

The history and operation of the Child Care and Placement Information System (CCPIS) is described in a report which provides supporting documentation for a profile of the system (SHR-0001177). CCPIS is a child-tracking system for gathering, processing, and producing information about children in the care of or under the supervision of child care or service agencies throughout Michigan. A brief discussion of the history, environment, and status of the system (as of 1974) is followed by explanations of client entry criteria, client exit criteria, and an outline of services covered. Information on intake and referral and case management is provided, and sample forms and reports are presented.

See also related documents, SHR-0001177 and SHR-0001178.

Child Care and Placement Inforamtion System. Coding Manual 1975.

Michigan State Dept. of Social Services, Lansing.
Child Care and Placement Information System.
1975, 59p
SHR-0001178 Available from NTIS, PC$ 4.50/MF$ 3.00.

The coding manual of the Child Care and Placement Information System (CCPIS), a system of gathering, processing, and producing information about children in the care of or under the supervision of child-caring or service agencies throughout Michigan, is presented as supporting documentation for a report describing the system (SHR-000117[illegible]). The manual covers transaction identification, client identification, source of referral and performance level, legal involvement, residence status, case status, and other codes (a category which includes source of support, charge county or county for adoption, court or agency case number, reason for closing, local agency information, and adoptive placement suffix). The appendices contain sample cards, county codes, case management messages, agency codes for private agencies, and information about critical error listing.
Portions of this document are not fully legible.

See also related documents, SHR-0001177 and SHR-0001179.

Citizen Feedback Project: A Study of Adolescent Health Care Needs in Washington Heights - Inwood. Final Rept.

Anne Berrill, Peter Beitchman, Naomi Fatt, and Anthony Mustalish.
Office of Neighborhood Government, New York.
Dec 73, 23p
PB-239 781 Available from NTIS, PC$ 3.50/MF$ 3.00.

A picture of how young people in the Washington Heights - Inwood section of New York City perceive local medical institutions, their experiences in obtaining health care, and the kinds of facilities and educational services they perceive as needed in the area is presented as part of a larger Citizen Feedback Project. The Citizen Feedback Project is designed to provide channels through which citizen consumers can relay information concerning their neighborhood needs and resources to municipal authorities. Three panels of adolescent residents of Washington Heights and Inwood were recruited (tenth grade, twelfth grade, and out-of-school); an attempt was made to recruit a representative ethnic and economic sample. Each panel met three times, led by public health educators in an informal atmosphere. The greatest lack of information concerning health facilities was in the tenth grade group, although all groups had a dearth of information. Physical illnesses were discussed seriously, while references to mental health produced laughter. None of the groups listed birth control or venereal disease as common health problems and few participants demonstrated interest in drug addiction services. Obstacles to effective utilization services were identified as the high cost of care, inappropriate school health programs, and the barrier of parental consent. Participants' recommendations include less waiting time in health facilities, more and younger doctors, and more pleasant facilities. The appendix contains panel agendas and a discussion of panel participants.

Community Oriented Evaluation of the Effectiveness of Child Caring Institutions.
Final Rept.

George Thomas.
Georgia Univ., Athens. Regional Inst. of Social Welfare Research.
1975, 304p
SHR-0001185 Available from Regional Institute of Social Welfare Research, P.O. Box 152, Heritage Bldg., 468 N. Milledge Ave., Athens, Ga. 30601.

A 3-year program of research designed to evaluate the effectiveness of institutions serving dependent and neglected children is documented. The study was directed toward determining whether the open (i.e., community-oriented) institution was more effective with children and more responsive to change initiatives than was the closed (i.e., noncommunity-oriented) institution. The project included a baseline evaluation of 36 Georgia facilities and a change experiment involving three institutuions. The report opens with a theoretical perspective on the study, including a description of a model of community-oriented institutional care. The model includes both external dimension components aimed at meeting community-defined need, and internal dimension components concerned with preparing children for return to the community. The three experimental change projects and their outcomes are also described. Baseline research methodology is detailed, including tests used to measure child competencies, staff orientation, and institutional change. Findings are presented on institutional effectiveness in terms of impact on resident children and institutional change, as well as the impact of staff service orientation on institutional effectiveness. Implications of the findings for policy and practice are discussed. The following observations are offered: (1) given the state of the art, most children's institutions cannot achieve comprehensive effectiveness; (2) institutions are powerful environments, but their effect on the development of children appears not to be as pervasive as is commonly believed; (3) at its present stage of development, the community-oriented institution is not a cure-all; and (4) staff members, particularly social workers and cottage life staff, have their own agendas, and increasing their effectiveness may not increase institutional effectiveness. The effectiveness of the institution appears to be a byproduct of staff activities geared toward meeting institutional needs, rather than a direct result of staff actions directed purposely toward meeting service goals. Supporting data and a bibliography are included.

See also Technical Appendices, SHR-0001186.

Community Oriented Evaluation of the Effectiveness of Child Caring Institutions. Technical Appendices. Final Rept.

George Thomas.
Georgia Univ., Athens. Regional Inst. of Social Welfare Research.
1975, 375p
SHR-0001186 Available from Regional Institute of Social Welfare Research, P.O. Box 152, Heritage Bldg., 468 W. Milledge Ave., Athens, Ga. 30601.

Instruments used in a 3-year study of community-oriented care in children's institutions in Georgia are presented in appendices to the main report. The research was directed toward evaluating the effectiveness of community-oriented institutional care as compared to custodial care, and toward establishing the relative effectiveness of several change strategies in achieving institutional change in a community-oriented direction. The study included a survey of 36 residential institutions for dependent / neglected children, undertaken to establish the degree of community orientation in programs prior to the initiation of the change experiments. Measures of child performance and staff orientation were obtained for all institutions, followed by institutional change experiments conducted in Savannah, Macon, and Atlanta. The appended materials are organized in five sections covering institutional baseline measures, child performance, staff orientation, institutional change measures, and board / community measures. Each section is prefaced with remarks about the purpose and use of the instruments contained in the appendix. Where available, information is also presented about the tests performed and the results obtained regarding the reliability and validity of the data yielded by each instrument.

See also parent document, SHR-0001185.

Comprehensive Services to Young Children and Their Families: An Interagency Approach.

John B. Himelrick.
West Virginia Office of the Governor, Charleston.
Interagency Council for Child Development Services.
1976, 51p
SER-0000805 Available from NTIS, PC$ 4.50/MF$ 3.00.

Topics of primary interest to the Southern States in the area of interagency comprehensive services to young children are addressed in a paper prepared by the Committee on Comprehensive Services to Young Children and Their Families of the Southern States Work Conference. These topics fall under three headings: administration, programs and services, and personnel and training. The section on administration describes the essential elements of an ideal delivery system, inhibiting factors, and resulting condition. Suggestions are made concerning courses of action, organizational structures, and implementation. Basic factors in a child's development and the role of the family are considered as a background to programs and services. Interagency efforts at the program level and the problems encountered in these interagency approaches are examined. The involvement of universities in the interagency approaches to the preparation of early childhood personnel are explored. The appendix contains a position paper on the interagency approach to comprehensive services to young children and their families.

This document was a product of the Southern States Work Conference's Project Committee on Comprehensive Services to Young Children and Their Families.

Computerized Data for Children in Foster Care: First Analyses from a Management Information System in New York City.

David Fanshel, and John Grundy.
Columbia Univ., New York. School of Social Work.
1 Nov 75, 46p
SHR-0000891 Available from Child Welfare Information Services, 200 Madison Ave., New York, NY 10016.

Preliminary results of an effort to develop a management information system covering all children in foster care in New York City are reported. Child Welfare Information Services (CWIS) forms A and B for the information system were prepared by CWIS staff in consultation with agency personnel. A standardized set of tables was designed to display the data analyzed; a premium was placed on quick analysis of the data and early feedback to those producing the information. Fifty-one discussions include information on the ratio of boys to girls on care, mean age of children, average number of years in the system, abandonment to casework services, reasons for placement, and discharges. It is felt that the data analyzed in this preliminary report, while not yet able to exert an influence on policy decisions and program management, can serve to stimulate questions about social policy and lead to an examination of program management issues. CWIS forms A and B and an analysis of destination of discharged children are appended.

Considerations in Day Care Cost Analysis.

Keith McClellan.
Welfare Council of Metropolitan Chicago, Ill.
1971, 8p
SHd-0000759 Pub. in Child Welfare v50 n6 p341-348 Jun 71.

A brief review of previous studies of the costs involved in day care center operation indicates a shortage of reliable data. Consistency and comparability appear to be the principal problems in accurate social and fiscal reporting. Inaccuracies and limitations in bookkeeping are prevalent, as are problems in determining day care cost and methods of accountability. Functional accounting is urged for day care center operations because it permits administrators and funding agencies to cross-check the use of funds and provides insight into changes occurring within agencies and institutions over a period of time. However, before functional accounting can be transferred to day care, basic decisions must be made regarding cost analysis models. Four basic problems must be considered before the cost analysis method is implemented: functional accounting categories used for indexes and comparisons; time studies; staff utilization; and the utilization of space.

Cost Analysis Design and Pretest Results: Evaluation, National Demonstration Program in Child Abuse and Neglect.

Donald B. Clemons.
Berkeley Planning Associates, Calif.
Apr 75, 74p
Executive Summary available from PROJECT SHARE.
SHR-0000769 Available from Berkeley Planning Associates, 2320 Channing Way, Berkeley, Calif. 94704, $6.00.

The allocation of resources to project activities concerned with child abuse and neglect is examined in a cost analysis study. Objectives of the cost analysis were to: (1) determine the efficiency and economies of scale within 11 demonstration projects; (2) examine costs of pursuing different generic activities in the child abuse and neglect field, and examine unit costs of related services; (3) develop information necessary for determining the cost-effectiveness of alternative service strategies for abusive and neglectful parents and their children; (4) evaluate how projects have increased their resources for treating child abuse and neglect in communities; and (5) provide cost control and management information to projects and fund providers on how project resources are used. A major effort in cost analysis design involved the identification and definition of a workable listing of service components. The cost component of evaluation involved two levels of analysis. Type one analysis included the allocation of all time devoted by a project, both paid and donated, to service components. Type two analysis was concerned with all accountable resources consumed by a project in providing services. Preliminary tests were conducted in January 1975 to evaluate the validity of the cost analysis methodology. Cost comparisons were made across projects, along with individual project cost evaluations. The results of these comparisons and evaluations are detailed. Appendices to the study report contain the data collection forms used in evaluating projects and summary printouts of cost data.

Day Care in Baltimore. A Study of Needs, Available Services and Problems of Day Care for 0-5 Year Olds in Baltimore, Maryland.

Baltimore City Dept. of Planning, Md.
Jun 75, 38p
SHR-0000827 Available from NTIS, PC$ 4.00/MF$ 3.00.

A six-month study of day care needs of preschool children in Baltimore, Maryland is reported. Following a review of the literature, a needs assessment model was developed to consider income level, race, reason for needing day care, differences between two-parent and single-parent families, and type of care. This model was applied to an urban renewal area of Baltimore City to develop a needs assessment matrix. Maps, charts, and tables display resulting data on day care services available, location of day care centers by type and enrollment, funding sources, client characteristics, and need versus supply. It was found that no one agency at either the city or State level is responsible for determining what child care services are needed, where they are needed, and how to provide needed services according to rationally determined priorities. It was also determined that there is no place to which a family seeking child care can go to find an appropriate program or facility. Recommendations are offered for: a primary agency responsible for planning allocation of day care resources; a central referral bureau; an agency to coordinate planning of day care services; and licensing of day care homes. The appendix contains a description of the model.

Decentralized Delinquency Services in Michigan. Differential Placement and Its Impact on Program Effectiveness and Cost-Effectiveness.

Laurence Max, and Thomas Downs.
Michigan State Dept. of Social Services, Lansing.
Mar 75, 173p
Executive Summary available from PROJECT SHARE.
SHR-0000766 Available from NTIS, PC$ 6.75/MF$ 3.00.

A project initiated in 1971 by the Michigan Department of Social Services to expand the range of services available to delinquent State wards is documented. The approach taken revolves around provision of decentralized services through a broadened network of services ranging from community residential care facilities, such as group homes and halfway houses, to nonresidential attention centers. The Department also restructured its remaining institutional facilities to provide a greater array of special services, introducing special programs for the standard population as well as for the more severely disturbed youths. The report focuses on a decentralization project which operated out of Wayne County, the State's most urbanized area. The dynamics of the Wayne County youth services system are assessed, and the relative effectiveness and cost-effectiveness of community and institutional programs are evaluated. Characteristics of the delinquent youth population in Wayne County are described, with emphasis on the interaction of client variables. Intake and placement process are examined, and the effects of each on the phenomenon of planned differential placement are discussed. Major placement categories within the system, together with the system's attention center components, are assessed on the basis of project goal attainment measures. Effectiveness and cost-effectiveness of institutional and community services are examined at the third and sixth month after placement. Research findings are generally supportive of the position that, for most youth, community placement is at least as effective as incarceration as a short-run deterrent to recidivism and as a facilitator of educational and skill training objectives. There is evidence to suggest, inconclusively, that this pattern persists after release from placement. Differential treatment has been shown to be a viable concept, although evidence suggests that high aggressiveness is not necessarily the only parameter for appropriate placement in institutional settings. Supporting data are included.

Diversion from the Juvenile Justice System.

Donald R. Cressey, and Robert A. McDermott.
California Univ., Santa Barbara.
Jan 74, 36p
SHR-0001172 Available from the Superintendent of Documents, Governments Printing Office, Washington, DC 20402, Order number 2700-00241.

An exploratory study of diversion processes in the juvenile justice system of one (unnamed) State is documented. The project on which the report is based involved direct observations and interviews in contrasting communities in 'Mountain State.' The report provides information about the practices, arrangements, and belief systems of personnel in various probation units who are engaged in diverting youth either from or within the State's juvenile justice system. Divergent conceptions of 'diversion' are revealed, as are dilemmas associated with differing objectives and modes of handling 'predelinquents' and youth offenders, short of full processing through the juvenile courts. Questions are raised about the actual outcomes for juveniles handled in these varying ways, about the interplay between juvenile justice personnel and community expectations and resources, and about the extent to which the values of humaneness and justice are served by these practices. The report covers the following: background and definition of diversion; intake procedures (initial contact, intake options); specialized diversion units; informal probation; observations on two specific programs (school-community officers, and a youth service bureau); and implications for research and policy. It is observed that the emphasis on diversion focuses resources on the problem of secondary deviancy rather than on the problem of preventing juveniles from engaging in initial acts of deviancy. Consequently, the proactive process of delinquency prevention is downgraded in favor of expanding reactive capabilities. It is suggested that decisionmakers must worry not only about the reform of juvenile courts and correctional programs, but also about the conditions in homes, schools, and communities that launch children toward the courts in the first place. The difficulty, but not total infeasibility, of quantitative study of discretionary diversion programs and practices is pointed out. No details of methodology or supporting data are included.

Evaluation of Cost-Effectiveness of Services Provided to Abused and Neglected Children and Their Families under Titles IV-A and IV-B. Volume I.

Kenneth W. Webb, Marvin R. Burt, Sharon Pines, and Barbara A. Kraft.
Burt Associates, Inc., Bethesda, Md.
Sep 75, 189p
Executive Summary available from PROJECT SHARE.
PB-251 726 Available from NTIS, PC$ 7.50/MF$ 3.00.

The development of an initial evaluation system for measuring the cost-effectiveness of protective services for abused and neglected children and their families under Titles IV-A and IV-B of the Social Security Act is reported. The Social and Rehabilitation Service of DHEW provides funds to States under Titles IV-A and IV-B for the provision of protective services. The purpose of the evaluation effort was to examine the following: service agencies most effective in reducing recidivism; order of cost-effectiveness from least to highest by service agency, State, and region; discernible trends in the cost-effectiveness of service agencies, States, regions, and the nation; whether agencies serve some groups more cost-effectively than others; and costs of providing services to clients who achieve protective service objectives as compared with clients not achieving these objectives. The technical approach in the evaluaiton effort consisted of three main steps: (1) review of working evaluation systems; (2) design of a protective service evaluation system; and (3) demonstration of the system at two test sites. Data collection and analysis techniques are described for feasibility testing at the two demonstration sites. Effectiveness measures are discussed, and a tracking system and a system for measuring costs are detailed. It is concluded that the evaluation system is feasible for implementation in a number of agencies offering protective services, either as a separate unit or as part of other social service units.

See alsc Volume II, SHR-0000574.

Evaluation of Cost-Effectiveness of Services Provided to Abused and Neglected Children and Their Families under Titles IV-A and IV-B. Volume II.

Kenneth W. Webb, Marvin R. Burt, Sharon Pines, and Barbara A. Kraft.
Burt Associates, Inc., Bethesda, Md.
Sep 75, 157p
Executive Summary available from PROJECT SHARE.
SHR-0000574 Available from NTIS, PC$ 6.75/MF$ 3.00.

Information is appended in the second volume of a report on the development of an evaluation system for measuring the cost-effectiveness of protective services for abused and neglected children and their families under Titles IV-A and IV-B of the Social Security Act. The Social and Rehabilitation Service of DHEW provides funds to States under Titles IV-A and IV-B for the provision of protective services. The purpose of the evaluation effort was to examine the following: service agencies most effective in reducing recidivism; order of cost-effectiveness from least to highest by service agency, State, and region; discernible trends in the cost-effectiveness of service agencies, States, regions, and the nation; whether agencies serve some groups more cost-effectively than others; and costs of providing services to clients who achieve protective service objectives as compared with clients not achieving these objectives. The technical approach in the evaluation effort consisted of three main steps: (1) review of evaluation systems in use; (2) design of a protective service evaluation system; and (3) demonstration of the system at two test sites. Four appendices to the report include a list of major services provided to abused and neglected children in the two demonstration sites, costing forms, publicly and privately funded agencies and groups providing services to abused and neglected children in the two demonstration sites, and effectiveness data from the sites.

See also Volume I, SHR-0020090.

Evaluation of the Status and Effectiveness of State and Local Human Services Information Systems. System Profile: Child Abuse and Neglect Report and Inquiry System (CANRIS).

Carolyn Goodman.
Applied Management Sciences, Inc., Silver Spring, Md.
1976, 22p
SHR-0001051 Available from NTIS, PC$ 3.50/MF$ 3.00.

A specialized information registry and retrieval system used by the State of Texas to aid in the investigation of suspected cases of child abuse and neglect is described. Operated and maintained by the State Department of Public Welfare (DPW), the Child Abuse and Neglect Report and Inquiry System (CANRIS) is one of four components of the Social Services Management System. CANRIS is a statewide automated network that provides linkage to all DPW protective service units for the purpose of report or retrieving information on incidents of child abuse or neglect. The department uses the reporting, inquiry, and statistics features of CANRIS in identifying, tracking, and evaluating child abuse and neglect in the State and in planning for preventive programs at the worker level and at the policy level. Special features of CANRIS include the commitment to the system by both system users and the highest levels of State government, as well as the immediate accessibility to information provided by the on-line system. The profile of CANRIS includes: an overall description of the system; a description of operational components (client intake and problem assessment, client confidentiality, management reporting, administrative services, planning and evaluation); and discussions of the data system and the role of data output, special features of the system, coordination and transfer activities, system utility, and staffing and training characteristics. The planning and development of the system are traced, and future plans are outlined. A bibliography of available system documentation is provided.

Evaluation of the Status and Effectiveness of State and Local Human Services Information Systems. System Profile: Child Welfare Information System (CWIS).

Michael Puma.
Applied Management Sciences, Silver Spring, Md.
1976, 33p
SHR-0001074 Available from NTIS, PC$ 4.00/MF$ 3.00.

The Child Welfare Information System (CWIS), a batch processed, computerized management information system designed to support case management for children in foster care, is divided into two phases. One, the undercare module, maintains computerized case files on New York City children being cared for by over 100 public and voluntary agencies. The other phase, the in-process module, is (as of 1976) under development and will support the activities of Special Services for Children and the Family Court in the placement of children into institutional settings. A unique feature of the system is its client relations efforts. An in-house team has been established whose members maintain constant liaison with participating agencies and the City of New York. Some of the team's activities include user training programs, modification and redesigning of forms, identification of technical problems, auditing data validity, and user conferences. This profile of the system describes its operational components, the data system, the role of data output, the system's special features, coordination and transfer activities, and staffing and training characteristics. The planning, development, and future plans of the system are discussed and its utility is examined. Exhibits provide a summary of board membership, a list of board members, a diagram illustrating the undercare module, a CWIS issue paper, and an organizational chart. An appendix consisting of system forms and a bibliography of available system documentation are also included.

See also related documents, SHR-0001075, SHR-0001076.

Evaluation of the Status and Effectiveness of State and Local Human Services Information Systems. System Profile: Norfolk Juvenile Information System.

Barry Rosenberg.
Applied Management Sciences, Inc., Silver Spring, Md.
1976, 25p
SHR-0001054 Available from NTIS, PC$ 3.50/MF$ 3.00.

The system employed by the Norfolk (Virginia) Juvenile and Domestic Relations Court to record all information regarding a juvenile's contact with the courts from intake to adjudication is described. The objectives of the Norfolk Juvenile Information System (NJIS) are: (1) to improve capabilities for collecting, storing, and processing data on juveniles who come into contact with the courts and to improve the retrieval of such information; (2) to compile data that can be used in management and administrative reporting; and (3) to coordinate the activities of the Norfolk agencies that deal with juveniles. Two features of the system, although inoperative at the time of the report, are said to make NJIS unique among similar systems. The first is the correctional probability aid module, which computes the statistical probability of the success of a certain type of program for a juvenile with a certain profile by using a multiple regression matrix. The second feature is the counselor evaluation module, which compares system units for success in terms of recidivism rates. Other system components are the base / referral processing module, administrative control module, and truant module. NJIS is a fully computerized, on-line system in which client data is collected manually by intake officers and is entered into the system through on-line terminals located at the four facilities that participate in the system. The system profile includes descriptions of: the operational components of the system (e.g., client intake and problem assessment, eligibility determination, information and referral, and so on); the data system and the role of data output; special features of the system; and coordination and transfer activities, system utility, and staffing and training characteristics. The planning and development of the system are reviewed briefly, and future plans are outlined. A bibliography of available NJIS system documentation is provided, as is a copy of the client intake form used in the system.

Juvenile Corrections in the States: Residential Programs and Deinstitutionalization. Preliminary Rept.

Robert D. Vinter, George Downs, and John Hall. Michigan Univ., Ann Arbor. National Assessment of Juvenile Corrections.
1976, 80p
Executive Summary available from PROJECT SHARE.
SHR-0000979 Available from Institute of Continuing Education, University of Michigan, Hutchins Hall, Ann Arbor, MI 48109.

An analysis of residential services provided by State agencies for young offenders in their care is provided for State policymakers and agency executives. The data set is composed of youth in programs that during 1974 were operated by or received some funding from State agencies charged with administrating residential services for young offenders. Data were collected during field trips to 16 sample States and reconnaissance visits to several other States, followed by interviews with officials and staff of agencies in all 50 States. It was found that some States assigned about 20 times more youth to institutions than others. The number of offenders in State camps and ranches has been stable at slightly more than 2,500 for about five years; the number of youths in State institutions declined from 41,000 to 25,000 during the same five years (1969 - 1974). States spent about $300 million for the operation of institutions, camps, and ranches during 1974. An aggregate average daily population of 5,663 was identified in State-related community-based residential programs in 1974, about one fifth the number assigned to institutions. States have undertaken community-based corrections services in two modes: one involving direct administration and operation of facilities and the other involving purchase of service funding for facilities operated under administrative auspices. The implications of the study for policy and program development are discussed.

Juvenile Justice. A Survey of Community Services in Scott and Rock Island Counties.

Bi-State Metropolitan Planning Commission, Rock Island, Ill.
Jul 75, 239p
SHR-0000626 Available from NTIS, PC$ 8.00/MF$ 3.00.

Results are reported of a survey of 42 youth-serving agencies involved in juvenile justice in the Scott County, Iowa-Rock Island County, Illinois area. This information is intended to aid elected officials, youth-serving agencies, and interested citizens in identifying and filling gaps in service and fostering coordination among the components of the Juvenile Justice System. Personnel in each agency were questioned concerning: the agency's purpose, Board composition, agency flow charts, funding sources, program descriptions, location and hours, staff composition, clientele statistics, and short-range and long-range goals. This information is presented separately for each agency in the Bi-State region.

Legal Aspects of Regulation of Substitute Environment and Day Care Facilities: The Roles of the State Board of Social Welfare, the Department of Social Services and Regulated Agencies. Special Commission Report.

New York State Temporary Commission to Revise the Social Services Law, Albany.
Sep 72, 22p
SHA-0000144 Available from NTIS, PC$ 3.50/MF$ 3.00.

Major findings and principal related issues identified in the study, 'Legal Aspects of Regulation of Substitute Environment and Day Care Facilities,' are summarized in this report which analyzes the jurisdictional prerogatives and regulatory powers of the State Board of Social Welfare (Board), and the State Department of Social Services (SDSS). Several issues have been pinpointed in respect to jurisdiction, policy making, service and promotional activities, and the regulatory controls exercised by both agencies. The study found many areas of duality, ambiguity, and consequent uncertainty over certain aspects of substitute environment facilities and child care institutions. Examples present concrete illustrations of these ambiguities. Other issues under consideration concern the promotional powers and processes of the two regulatory agencies. Three alternative general proposals are presented as to changes in constitutional - statutory provisions, and administrative rules and processes of the two agencies. One is to continue the Board and SDSS as separate organizations, but to issue guidelines as to the responsibilities of each agency. The second is to merge the roles of the two agencies, and to redefine the functions of each. The third is to free the Board from administering operating programs and assign to it planning and investigating responsibilities.

Management Information System. User Manual.

South Carolina Univ., Columbia. Computer Services Div.
Apr 76, 51p
SHR-0000881 Available from NTIS, PC$ 4.50/MF$ 3.00.

A manual for use by the South Carolina Office of Child Development (OCD) Management Information System is provided. The information in the system is based on three forms concerning day care centers: the Center form, the employee form, and the client / guardian form. Input procedures for each of these forms are detailed. Update procedures are outlined for identification changes and other changes, and update guidelines are included. Job / occupation, county, termination, hospitalization, treatment, and disease codes are provided. Definitions are given of terms pertinent to day care centers. A description of the development of the OCD Information System is contained in a separate volume.

See also related document, SHR-0000708.

New System for Improving the Care of Neglected and Abused Children.

Marvin R. Burt, and Ralph Balyeat.
Institute for Human Resources Research, Bethesda, Md.
1973, 13p
SHR-0000627 Pub. in Child Welfare v53 n3 p167-179 Mar 74.

A three-year demonstration program to provide systemized quality of care to neglected and abused children in the Nashville, Tennessee area is described. The Comprehensive Emergency Service for Neglected and Dependent Children includes: 24-hour emergency intake, emergency caretaker services, emergency homemaker services, and emergency foster homes. Objectives were established: to reduce the number of children unnecessarily in the legal system, to plan orderly placements, to set goals for children who come into emergency care, and to develop placements that meet the needs of children who must remain in care. The number of petitions filed in Juvenile Court declined from 687 in the first program year to 365 in the third year, and a large number of children were placed in noninstitutional settings. Additional services were provided to children on whom the filing of a legal petition was avoided. It appears that, in the third program year, the objectives of the program are being met.

OCD Information System.

South Carolina State Dept. of Social Services, Columbia. Office of Child Development.
Jan 76, 55p
SHR-0000708 Available from NTIS, PC$ 4.50/MF$ 3.00.

The development of a computerized information system regarding day care centers for the South Carolina Office of Child Development (OCD) is described. The system was developed in six phases, beginning with approval by the South Carolina Department of Social Services and the State Budget and Control Board in May 1975. Phase II consisted of a comprehensive study of the problems and needs associated with the administration of publicly - supported day care centers, leading to a general design for an integrated information system. Three data collection instruments were developed in the third phase: the client / guardian record, the center record, and the employee record. Phase IV involved seeking the acceptance, cooperation, and approval of the OCD Information System by day care centers. The implementation of the system was completed in Phases V and VI. It is concluded that, with the OCD Information System, the existing staff can become more productive; without the information system, maintaining client information requires additional time, both clerical and professional, to collect and process inquiries and make case service determinations. Without the OCD Information System, the risk of inaccurate and duplicate information is found to be greater. Sample printouts generated by the system are included. Portions of this document are not fully legible.

See also User's Manual, SHR-0000881.

Procedures Manual.

Child Welfare Information Services, Inc., New York.
1 Jan 76, 106p
SHR-0001076 Available from PROJECT SHARE, PC$ 5.50.

The procedures manual for the Child Welfare Information System (CWIS) is presented as supporting documentation for a profile of the system (SHR-0001074). CWIS is a batch processed, computerized management information system designed to support case management for children in foster care. The manual consists of a series of directives in outline form and appendixes containing procedural bulletins (memorandums which elaborate on the procedures).

See also related documents, SHR-0001074, SHR-0001075.

Profile of Neglect. A Survey of the State of Knowledge of Child Neglect.

Norman A. Polansky, Carolyn Hally, and Nancy F. Polansky.
Georgia Univ., Athens. School of Social Work.
1975, 61p
SHR-0000848 Available from NTIS, PC$ 4.50/MF$ 3.00.

Facts on the prevalence, causes, and results of child neglect are documented in the report of a six-month literature survey funded by a DHEW child welfare research grant. Legal professional definitions of child neglect are reviewed, and the distinction between neglect and abuse is discussed. Child neglect is operationally defined as a condition in which a caretaker responsible for the child either deliberately or by extraordinary inattentiveness permits the child to experience avoidable present suffering and / or fails to provide one or more of the ingredients generally deemed essential for developing a person's physical, intellectual and emotional capacities.' A review of available data reveals that the prevalence of child neglect is really unknown. Economics, cultural values and child caring, breakdown of the nuclear family, parental pathology, and cycles of neglect are discussed as etiological factors in child neglect. Identification of victims, casefinding, and early warning signals of child neglect are reviewed, as are the various physical, emotional, and social sequelae of child neglect. The status of efforts to prevent child neglect is assessed, and various approaches to treating the problem are described, including social casework, group techniques, parent-child community programs, mental health centers, day care, and engineered community. Questions prompted by the survey findings are noted. A list of references is provided.

Reconstructing the Federal System: Approaches to Accountability in Postcategorical Programs.

Joseph D. Sneed, and Steven A. Waldhorn.
Stanford Research Inst., Menlo Park, Calif.
1975, 268p
Executive Summary available from PROJECT SHARE.
SHR-0000558 Available from Crane, Russak and Co., Inc., 347 Madison Ave., New York, N.Y. 10017, $16.00.

Issues related to accountability in forthcoming revenue-sharing and block-grant programs are explored by addressing the lessons learned in existing categorical programs. Based on a conference sponsored by the National Science Foundation, the book focuses on alternative approaches to achieving accountability in postcategorical programs through citizen participation, policy planning, and the enforcement of Federal standards. Contributors to the book include public officials, urban consultants, and academicians. A summary of conference proceedings is presented, as is an overview of special revenue sharing programs and some competing objectives within these programs. The Federal role in the postcategorical system is considered in terms of: the Model Cities program and future urban planning; the issue of DHEW and accountability; and the functions of regional offices. State and local accountability are discussed within the framework of policy planning by general-purpose State and local governments. The role of public agencies and community organizations is analyzed, and certain external constraints and organizational responses in urban social programs are detailed. Child care in San Francisco is discussed using the example of the Mission District Child Care Consortium. Also provided are a glossary, a list of conference participants, and biographical sketches of contributors.

This book is based on a conference held at Stanford Research Institute, August 20 to 22, 1973.

Report on Coordination of Services in Child Abuse.

Community Health and Welfare Council of Hennepin County, Inc., Minneapolis, Minn.
Apr 76, 74p
SHR-0000859 Available from NTIS, PC$ 4.50/MF$ 3.00.

A study of the coordination and provision of child abuse services in Hennepin County, Minnesota is reported. Eight study objectives were identified: (1) compile a brief history of care child by voluntary and public welfare agencies in Minneapolis; (2) define child abuse; (3) review the laws on child abuse; (4) review and compare philosophies and methods concerning child abuse services; (5) collect and compare available data on child abuse; (6) identify and document local professional agencies and services involved in child abuse; (7) identify and document local volunteer organizations and programs involved in child abuse; and (8) recommend areas for coordination of activities, programs, and services related to child abuse within Hennepin County to best serve the needs of abused children. In evaluating child abuse services in the county, emphasis was placed on immediate care and treatment of abused children and their families and on prevention. Study conclusions are presented with regard to the provisions of the Minnesota Child Abuse Reporting Law, estimates on the amount of child abuse, increases in child abuse based on reports to the Hennepin County Welfare Department's Child Protective Services Unit, information and knowledge about child abuse in the United States which resulted in legislation, conflict on the treatment of child abuse cases, perceived need for improved communications between Hennepin County child abuse agencies, the privacy of family records, the increase in the number of agencies and programs which deal specifically with child abuse, the need for a wider array of supportive services for child abuse programs, the coordination of efforts by child abuse agencies, the case conference method, the determination of families at risk, preventive programs, outreach programs, family counseling, the reasons for child abuse, volunteer organizations, and the gaps between the medical and social service approach and the legal approach to child abuse. Additional information on child abuse services and programs is appended.

Research Handbook for Community Planning and Feedback Instruments. Volume 1.

Delbert S. Elliott, Suzanne S. Ageton, Margaret Hunter, and Brian Knowles.
Behavioral Research and Evaluation Corp., Boulder, Colo.
Apr 76, 379p
Executive Summary available from PROJECT SHARE.
SHR-0000764 Available from Behavioral Research and Evaluation Corp., 2305 Canyon Blvd., Boulder, Colo. 80302, $9.25.

A research handbook is presented which provides local youth-serving personnel with the data required to strengthen the planning and provision of programs and services for youth. The handbook focuses on: the general developmental needs of all youth in order to ensure that programs are comprehensive and integrated; institutional processes which facilitate or hinder normal and healthy youth development; the coordination of youth programs to eliminate gaps and duplications; and the need for evaluation as an ongoing component of any youth development effort. The major task of the research design is to survey youth themselves regarding their needs and problems. This is followed by an inventory of the service capacity and resources, an assessment of interagency patterns of contact and referral, and the evaluation of specific programs. A flow analysis of the juvenile justice system is used to measure institutional change. In addition to a bibliography, the following instruments are appended: youth needs assessment, community resources, systems integration and coordination, and impact.

Volume 12 is available as SHR-0000765.

Services to Troubled Youth. A Review and Recommendations.

Pennsylvania Joint State Government Commission, Harrisburg, Pa. Task Force on the Study of Services to Delinquent, Dependent, and Neglected Children.
Mar 75, 114p
Executive Summary available from PROJECT SHARE.
SHR-0000195 Available from NTIS, PC$ 5.50/MF$ 3.00.

A review is presented of the history and development of existing systems of services for troubled youth in the Commonwealth of Pennsylvania, and findings and recommendations are presented relative to coordination and responsibility, funding, and deliquency prevention and community - based services. Statutory authorization is cited for six basic types of services: juvenile courts, probation subsidies, Pennsylvania Institutions for Children, child welfare, mental health and mental retardation, and rehabilitative and educational programs. An imperative need for coordination of existing services to the delinquent and deprived child at the community level is identified, as is a need for fixing the responsibility for overseeing, coordinating, and directing these services. It is recommended that State - level coordination be implemented through establishment of a Department of Youth Services, and local - level coordination through youth services bureaus. A revision of the State - local funding responsibility for treatment of delinquent children and supervision of deprived children is recommended, as are development of effective methods of preventing and reducing juvenile delinquency, greater utilization of the existing school system to identify antisocial behavior and needs of deprived children, development of alternative education opportunities for children who do not benefit from existing programs offered in the schools, and encouragement of community - based treatment programs and facilities for rehabilitation of delinquent children to divert juveniles from the traditional juvenile justice systems and to provide alternatives to institutionalization. In support of its recommendations, the Task Force on Services to Delinquent, Dependent, and Neglected Children presents a draft of proposed legislation establishing a Department of Youth Services. Supporting tabular data and documents are included.

Social Services in the United States: Policies and Programs.

Sheila B. Kamerman, and Alfred J. Kahn.
Columbia Univ., New York. Cross-National Studies of Social Service Systems.
1976, 561p
SHR-0001123 Available from Temple University Press, Philadelphia, PA 19122.

Program and policy descriptions are provided for a sampling of personal social services areas, with an emphasis on the dynamics of the system in which these services are offered. The topics are selected from among the priority concerns of DHEW and Congress and include child care, child abuse and neglect, children's institutions and alternative programs, community services for the aged, and family planning. The activities, problems, and possibilities of discrete programs in these areas are clarified, and it is suggested that some of these activities become components of a social program field tentatively called personal or general social services. Additional services which might be included in personal or general social services are: social services for families, homemaker or home health aid programs, veterans programs, and correctional and penal services. Service provision is also viewed from the perspective of the structure and organization of services and the arrangements under which services are delivered to consumers. An overview is provided of national initiatives toward service delivery as reflected in legislation, program models, and relevant research. A description of service delivery in one city illustrates one structure for the provision of services. Data concerning social welfare in U.S. communities are contained in the appendix. References follow each chapter.

System Profile: Child Care and Placement Information System (CCPIS).

Joseph Casey.
Applied Management Sciences, Inc., Silver Spring, Md.
1976, 29p
SHR-0001177 Available from NTIS, PC$ 4.00/MF$ 3.00.

The operational components, data system, unique features, coordination and transfer activities, and staff and training characteristics of the Child Care and Placement Information System (CCPIS) are described. CCPIS is a child-tracking system for gathering, processing, and producing information about children in the care of or under the supervision of child care or service agencies throughout Michigan. The components of the system include: case management and monitoring; internal access, validation, and utilization of client data; administrative services; management reporting; and planning and evaluation. The data system used by CCPIS is oriented toward batch processing of data. The system has the ability to generate and provide reports at all levels from the case worker level to Title XX. The output is also used for internal-level and agency - level decisionmaking, monitoring court activities, and for various other activities. The four unique aspects of CCPIS are: (1) it is client-oriented rather than agency-based; (2) it was designed to organize case record data the line worker level and then group that data for suprevisory review or administrative management purposes; (3) it operates in an interdepartmental milieu; and (4) client files are maintained by the Judicial Branch. Two criticisms of CCPIS are cited: in the past, it has acted as a service agency providing special reports to agencies, thereby having a detrimental effect on the system's ability to develop, and it has not realized its full potential to respond to management reporting needs over and above those required at the case management level. The development, planning, and future plans of the system are discussed. Exhibits illustrate the CCPIS collection form, the system flow, operational costs, the Control Unit organizational chart, and the use of developmental funding. A bibliography of available system documentation is provided.

See also related documents, SHR-0001178 and SHR-0001179.

Theory Validation and Aggregate National Data:
Integration Report of OYD Research FY 1975. Volume 12.

Tim Brennan, and David Huizinga.
Behavioral Research and Evaluation Corp., Boulder, Colo.
Sep 75, 389p
Executive Summary available from PROJECT SHARE.
SHR-0000765 Available from Behavioral Research and Evaluation Corp., 2305 Canyon Blvd., Boulder, Colo. 80302, $7.25.

A summary and a comparison are provided of ten volumes describing community experiences in implementing research designs. The validity of the Office of Youth Development's National Strategy for Youth Development and the instruments developed to implement the strategy are examined, structured by objectives related to the theory upon which the strategy is based. The data collected from ten communities allows a thorough exploration of the generality of this theory. Data were collected using the Youth Needs Assessment Questionnaire, Systems Development Interview, Community Resources Questionnaires, and Impact Instrument, and this provides the basis for an examination of theoretical issues by ethnic, age, sex, geographical, and social class differences, and by youth in different programs. Cross-project information is provided on youth needs assessment, Youth Service System projects, and impact; this information serves as a comparative standard for the evaluation of community projects. Appendices provide a basis for testing variables used in analyzing data from the survey instruments.

Volume 1 is available as SHR-0000764.

User Guide.

Child Welfare Information Services, Inc., New York.
1975, 81p
SHR-0001075 Available from NTIS, PC$ 5.00/MF$ 3.00.

A user's guide to reports available from the Child Welfare Information Service, Inc. is presented as supporting documentation for a profile of the Child Welfare Information System (SHR-0001074). The system is a computerized management information system designed to support case management for children in foster care. The organization is under the direction of a controlling board consisting of representatives of voluntary agencies, New York State agencies, New York City public agencies, and private child interest groups. The four groups to which the reports in this guide have been assigned include: routine clerical reports; reports designed to assist in management and supervision; reports useful for planning and research; and custom reports which may be used for one or more of the above purposes but are available only on special request. The descriptions provide information about the contents and purpose of each report; how often it is issued (and, if applicable, the different levels for which statistical aggregates are produced); and the circumstances under which children may be selected for the report. Sample copies of the reports and an index are included.

See also related documents, SHR-0001074, SHR-0001076.

Using Title XX to Serve Children and Youth.

John D. Twiname, William Allen Moore, and Paul E. Mott.
Mott-McDonald Associates, Inc., Blue Bell, Pa.
1975, 76p
SHR-0001184 Available from Child Welfare League of America, Inc., 1346 Connecticut Ave. N.W., Room 310, Washington, DC 20036.

Guidelines are presented in a manual designed to help advocates for children and youth, in both the public and private sectors, to understand the opportunities under Title XX of the Social Security Act and to prepare for effective participation in the State planning process. Title XX fosters a decentralized program of federally supported services as set forth in a comprehensive annual services program to be published by each governor and prepared and administered by the designated Title XX agency in each State. The law encourages active participation by private organizations, agencies, and individual citizens in the development of the plan and, by contract, in the provision of planned services. The manual describes the background and philosophy of Title XX and outlines the operating requirements of the legislation. Planning requirements under Title XX are detailed, and examples are provided of how Title XX can be used to fund programs providing services for children and youth. Among the specific operating requirements discussed are needs assessment, client eligibility, program goals, services and administrative activities, resources, and reporting requirements. A step-by-step planning format is outlined (needs assessment, specification of goals and objectives, specification of services and activities, estimation of costs and identification of sources of funds, plan implementation, and reporting and evaluation). The format is then applied to several programs, including a program to divert youth from the juvenile justice system, a program of comprehensive emergency service for children and their families, a runaway program for adolescents, and a training program for protective services case workers. Conclusions regarding the opportunities under Title XX are presented, and steps are suggested as check points for becoming involved in the State plan development process. A glossary, sample reporting forms, and other supporting documentation are appended.

Youth Service Bureau Experience in Santa Clara County - Lessons for Planning of Multi-Service Centers.

Frances Munroe, and Ken Holland.
Santa Clara County Executive's Office, San Jose, Calif.
Apr 75, 27p
SHR-0001128 Available from NTIS, PC$ 4.00/MF$ 3.00.

The organization and functioning of Youth Service Bureau (YSBs) in Santa Clara County, California are examined in order to gain insights for the planning of multiservice centers (MSCs). Field visits were made to three YSBs, and all YSB staff members were interviewed. The goal of each Youth Services Bureau is to reduce the incidence of delinquency in the area it serves and, in each YSB, programs are selected to meet the community's needs. Services emphasize short-term, practical, behavior-oriented guidance rather than long-term therapy, and clients receive services on a voluntary basis. The upper age limit for YSB clients is 17. Among the services offered by YSBs are: counseling of delinquent or predelinquent youths, crisis intervention, and activity groups and field trips. The staff is multidisciplinary and includes volunteers from various contributing agencies. YSB law enforcement personnel usually make initial contact with referrals; the system has no written policy governing assignment of cases. The largest number of contacts falls into the category of one-time only. Advisory Boards are composed of a core group of interested citizens that serve as a liaison between the YSB and the community. Specific information is provided on the decisionmaking structure of the three YSBs studied. The similarities and differences between YSBs and MSCs are discussed. Appendices contain a list of YSB programs, staff job descriptions, and flow charts.

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